



... a culture of excellence where people get the best every day

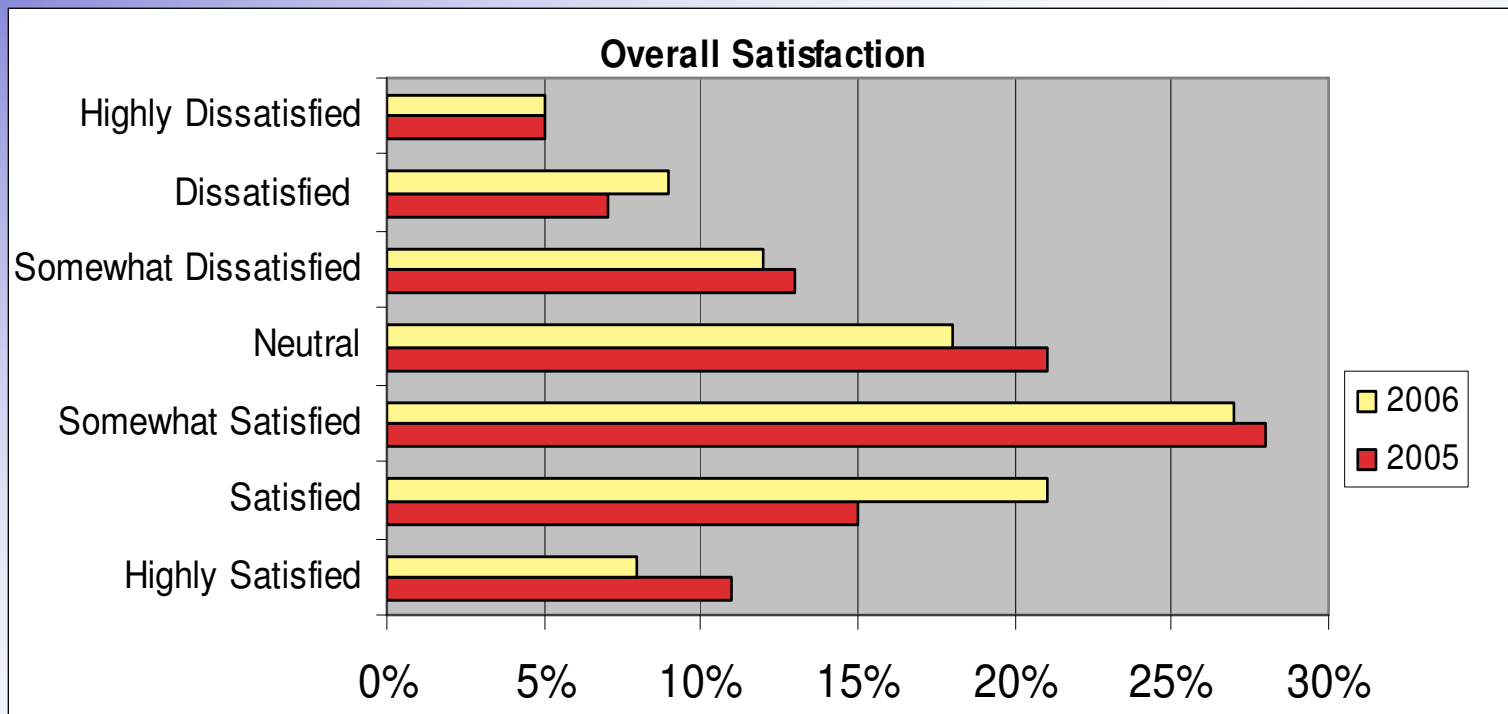
2006 Employee Satisfaction Survey

- 1,994 Surveys Completed
 - 3,781 Employees Invited to participate
 - 53% response rate
 - 99.5% reliability/repeatability
 - Norms = Averages and are based on 300 prior organizations' surveys
- 5 Categories Measured (except Overall Satisfaction is 7 categories)
- Categories Scaled From 5 to 1
 - (e.g., Agree Strongly = 5 to Disagree Strongly = 1)
- Green Light = 4.5 to 5.0
- Yellow Light = 3.0 to 4.4
- Red Light = 0 to 2.9



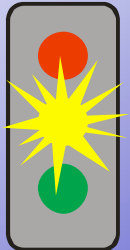
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Overall Satisfaction Measures



- 4.50

- 4.50



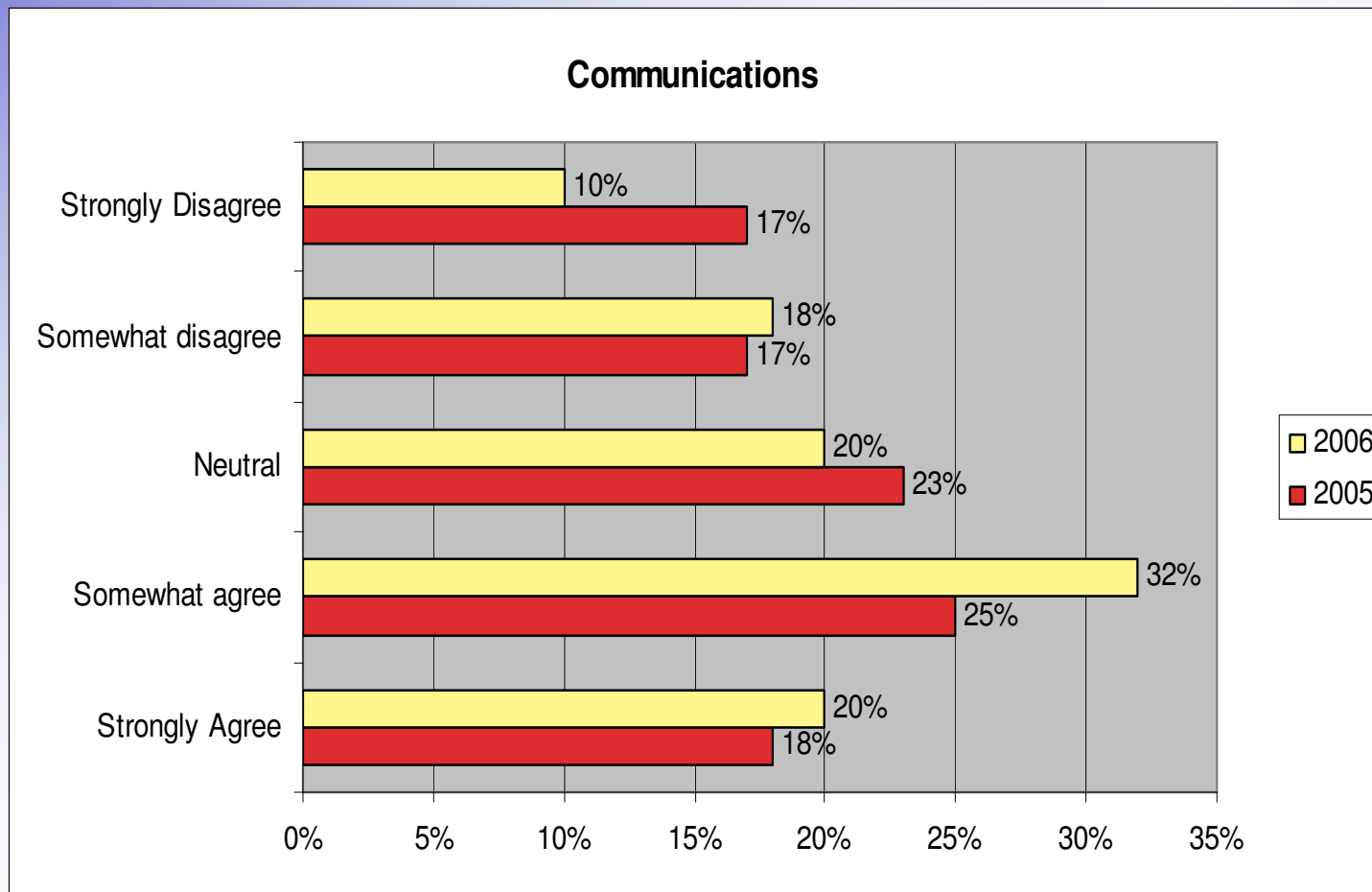
Note: This item is based on a 7 point scale

Green Light = 7.0 – 6.30
Yellow Light = 6.29 – 4.20
Red Light = 4.19 - 0

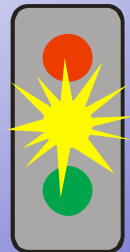


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Division Communications



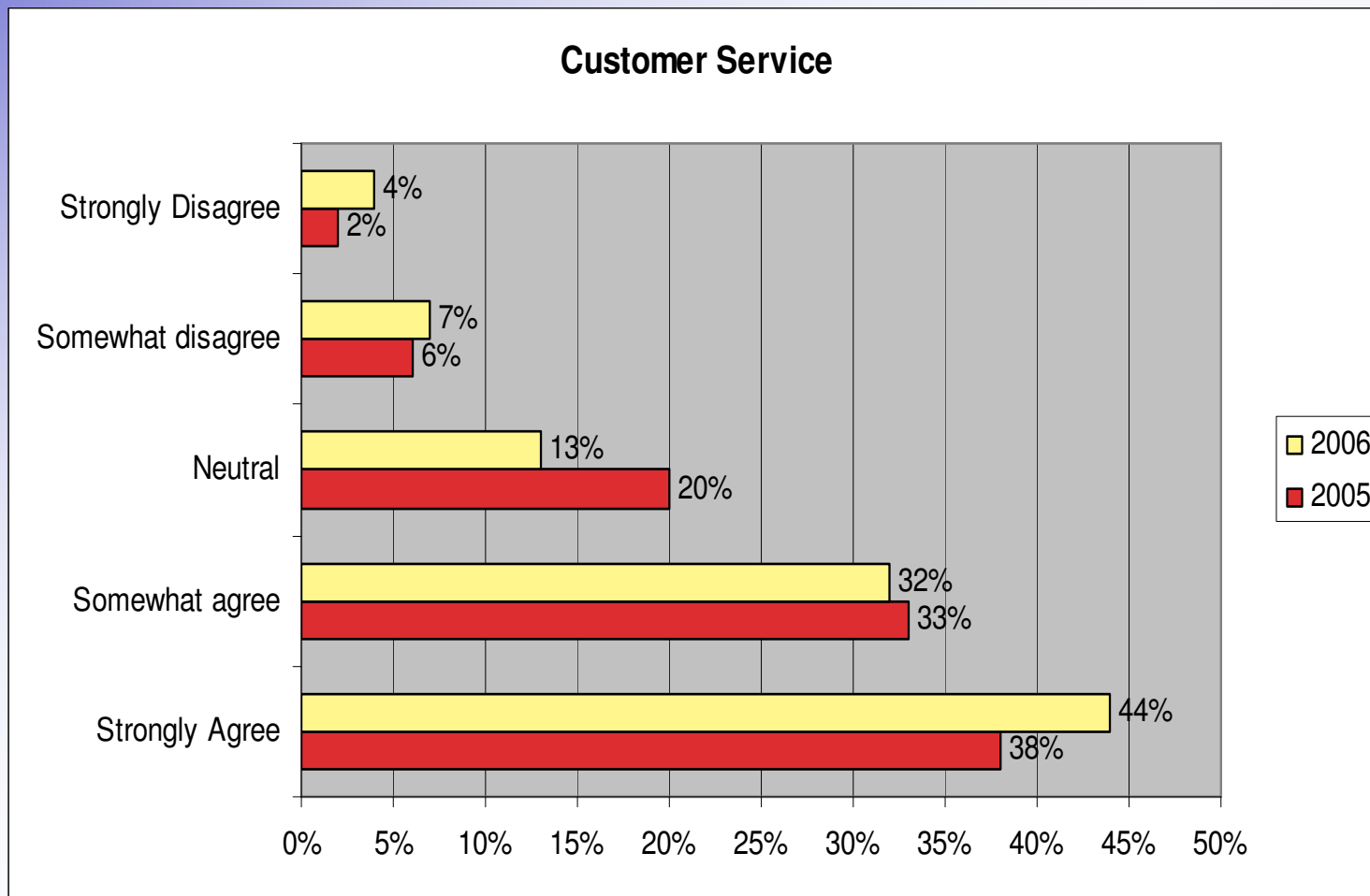
— 3.35
— 3.10



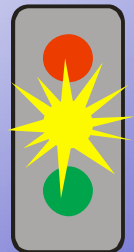


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Customer Service is Top Priority



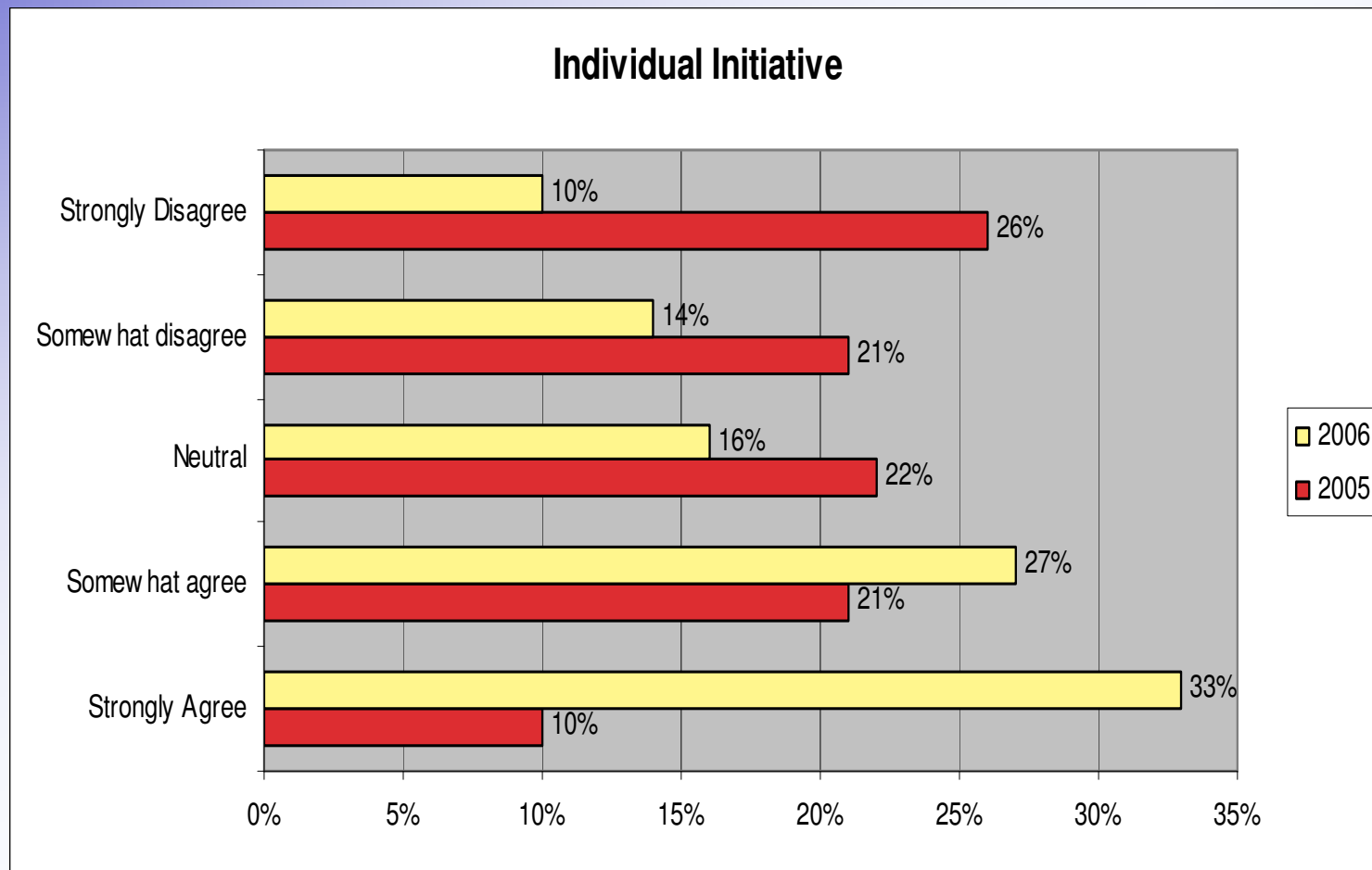
2006 — 4.03
2005 — 4.00





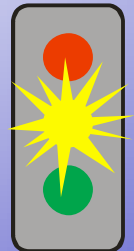
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Individual Initiative is Encouraged



2006
2005

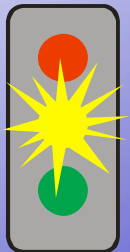
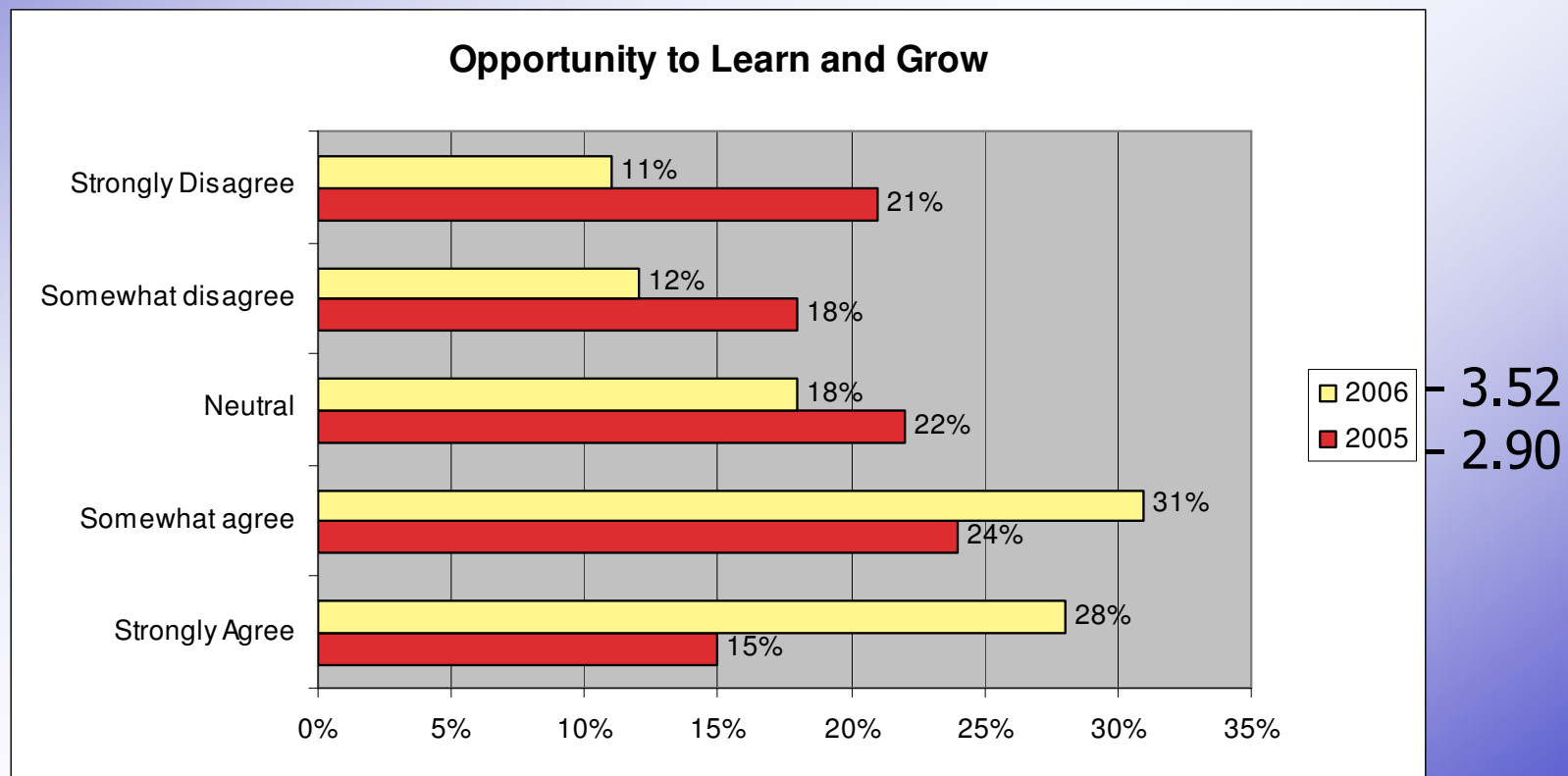
– 3.58
– 2.71





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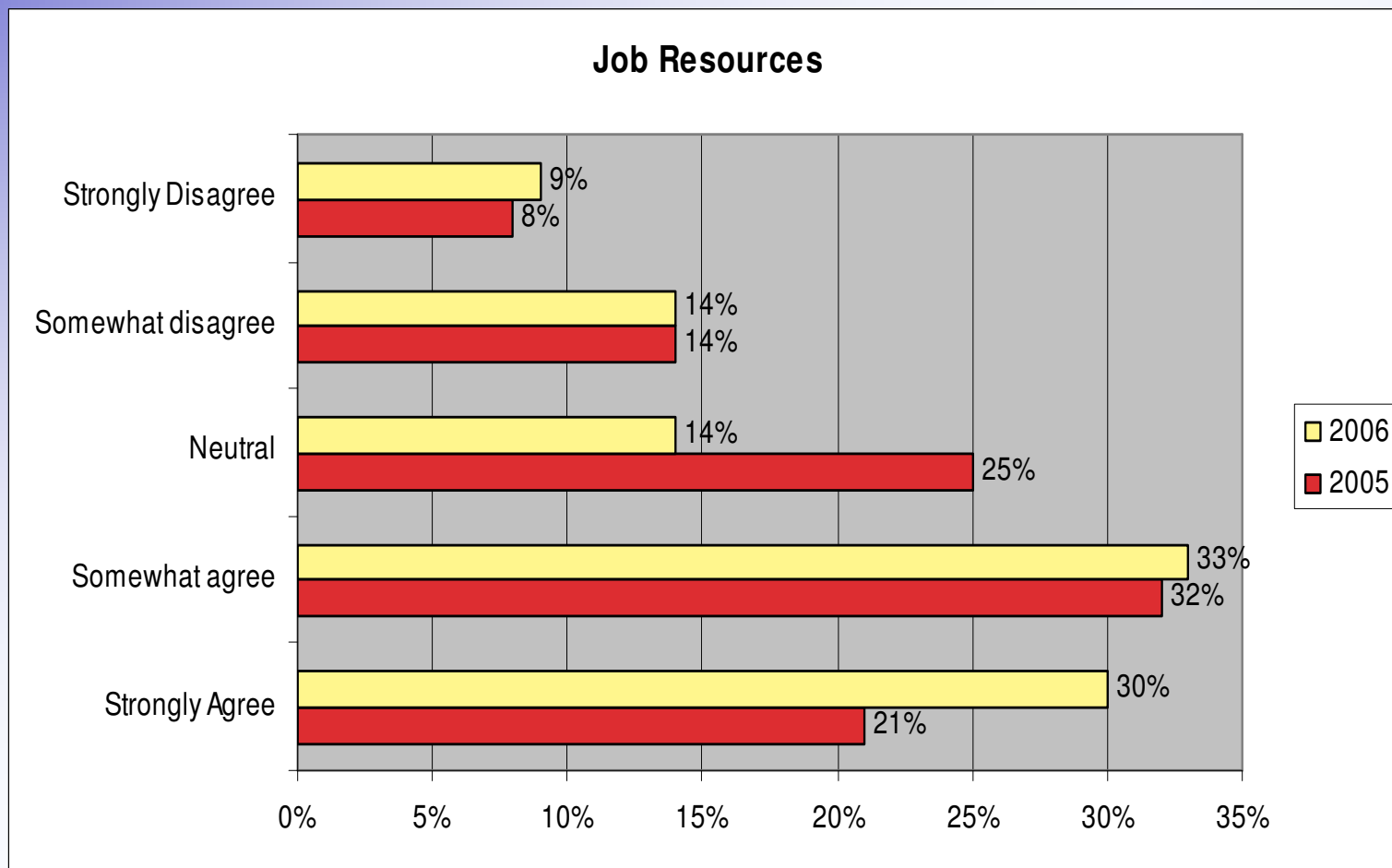
Career Path – Have Opportunities to Learn and Grow



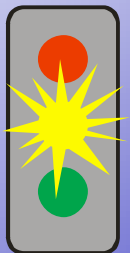


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Have Resources Needed to do Job Well



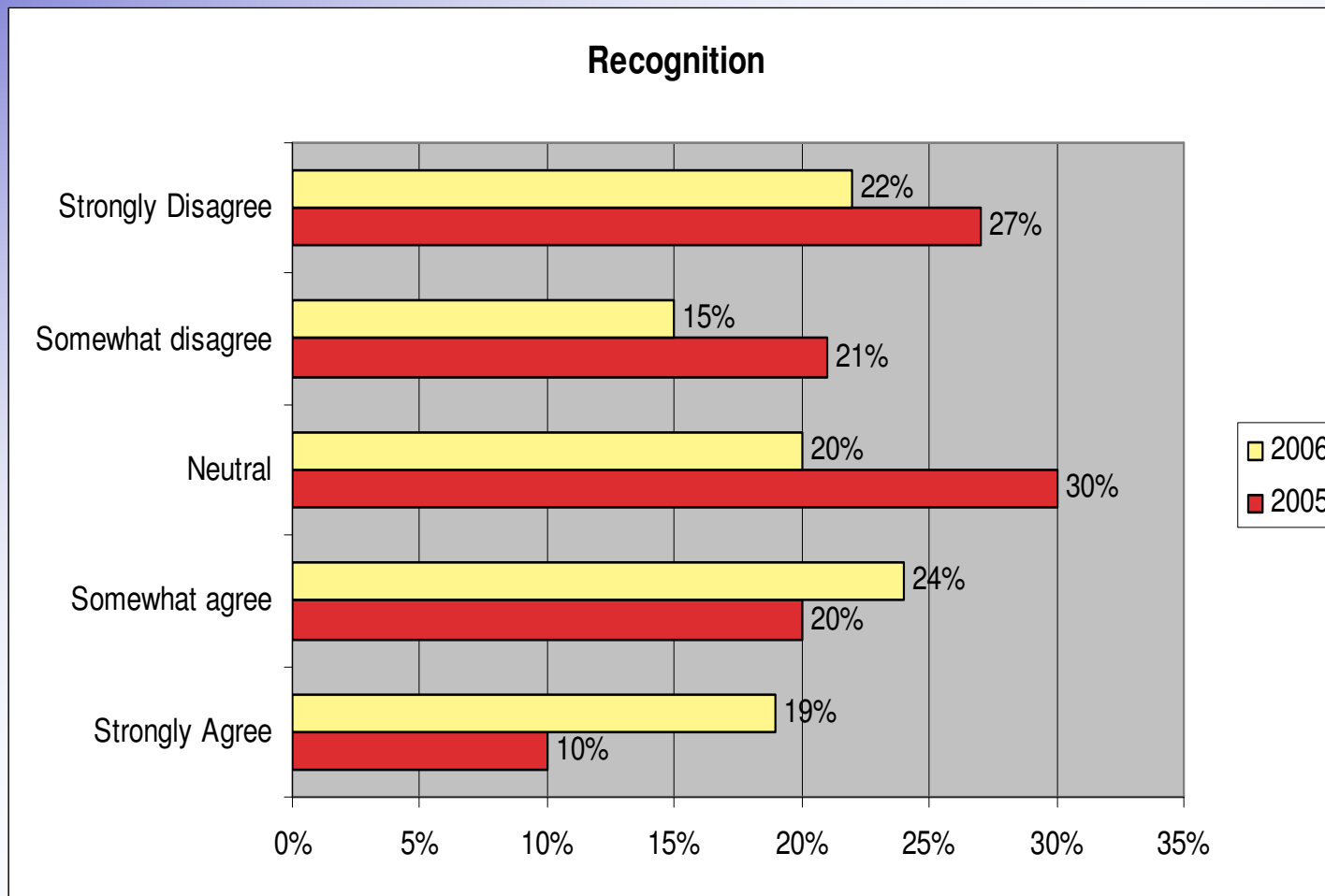
2006 – 3.61
2005 – 3.40



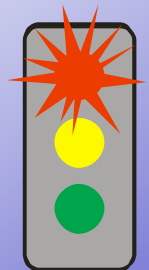


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Recognition Given for Job Well Done



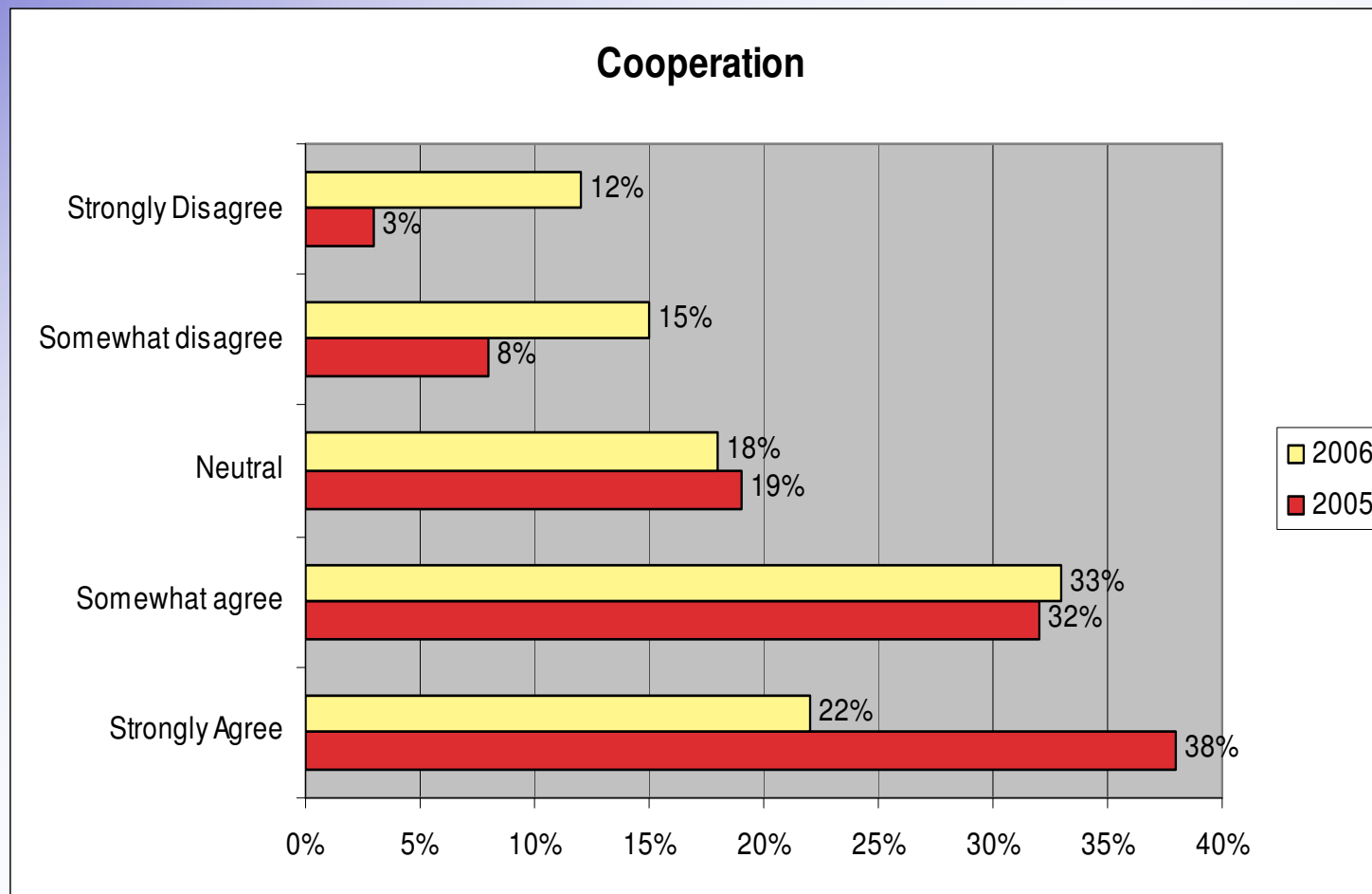
2006 – 3.03
2005 – 2.90



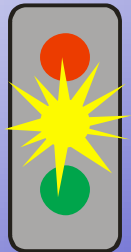


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Cooperation in the Division



2006 - 3.36
2005 - 3.90

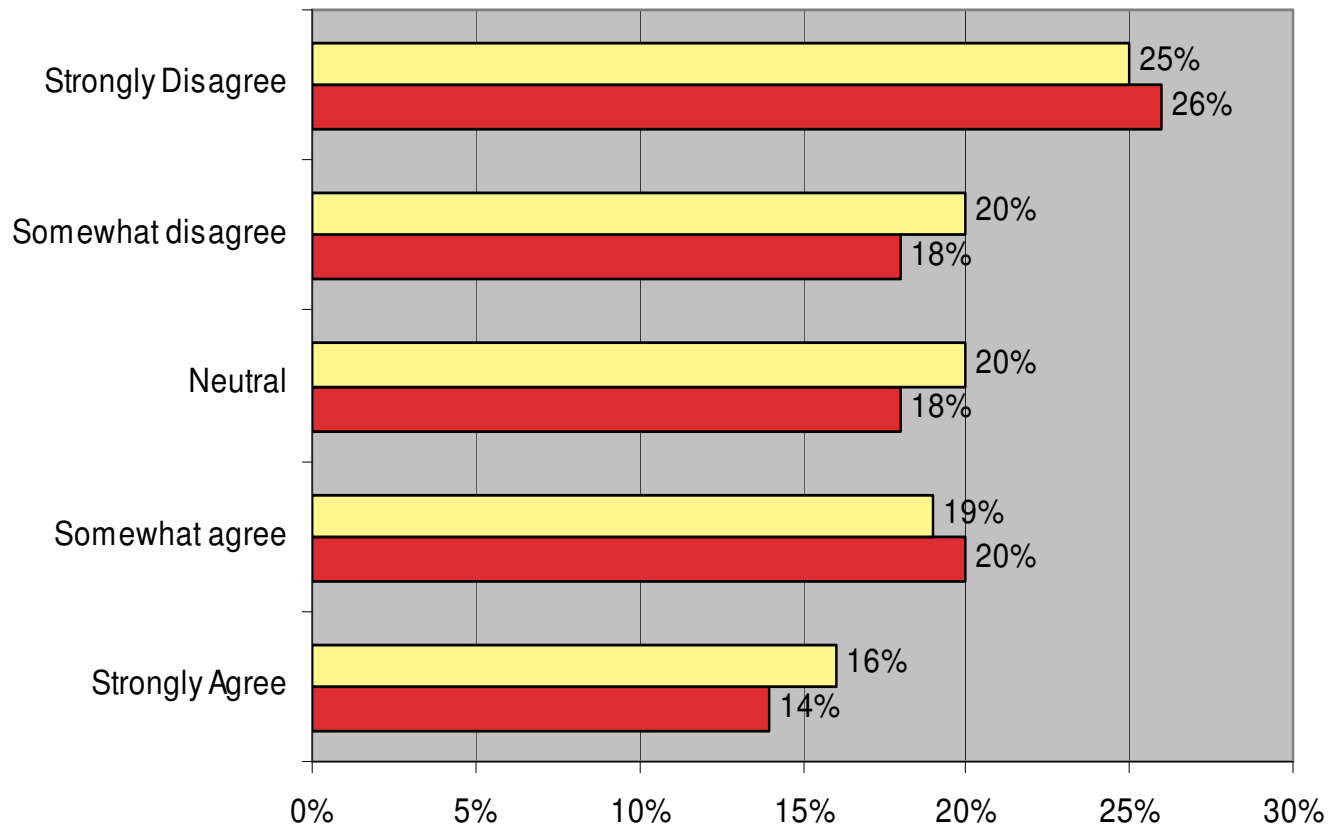




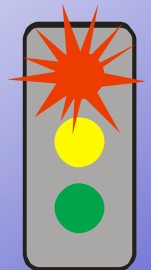
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Div Mgt. Does Not Play Favorites

Division Management Does Not Play Favorites



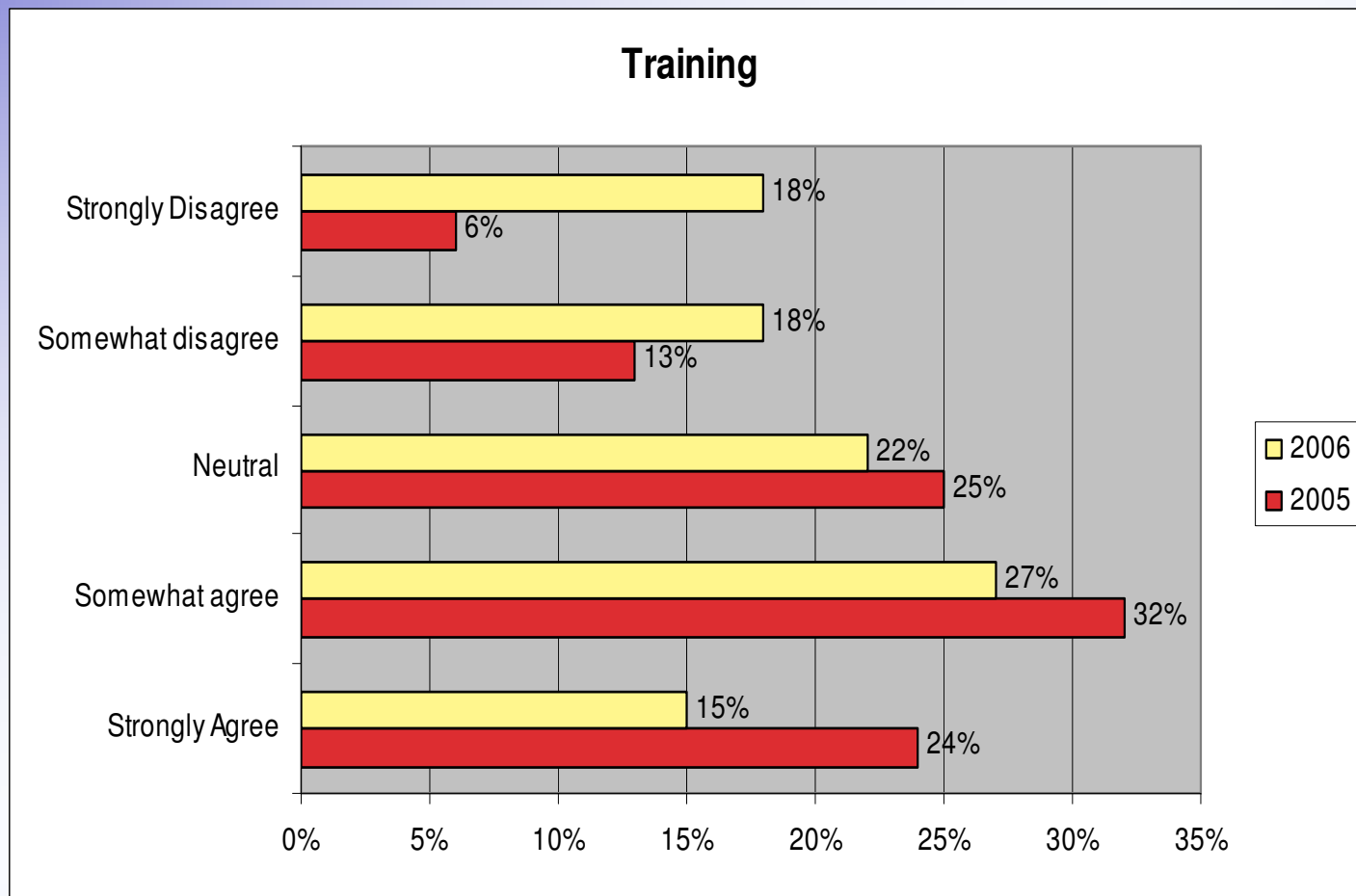
2006 - 2.82
2005 - 2.63



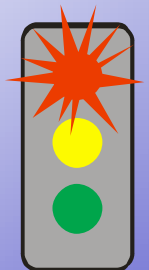


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Sufficient Training Provided



3.02
3.60

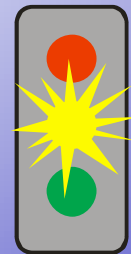




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Highest Ratings for the City

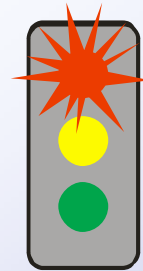
- Knowing what's expected of them - **4.25**
- Feeling of contribution to the division's mission— **4.25**
- Pride in working for my division – **4.14**
- Customer Service is a top priority in division – **4.03**
- Pride in working for the City - **3.91**
- Can keep balance between work/personal life – **3.90**
- Feeling empowered to make needed decisions – **3.87**
- Good physical working conditions – **3.79**





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Lowest Ratings for the City



- City Management does not play favorites – **2.23**
- Management does not say one thing and do another – **2.37**
- There is adequate communication between depts. – **2.45**
- I can trust what the City's management tells me - **2.57**
- Usually hear information through channels, not rumors– **2.57**
- If I do good work, I can count on being promoted – **2.58**
- Politics at division are kept to a minimum – **2.75**

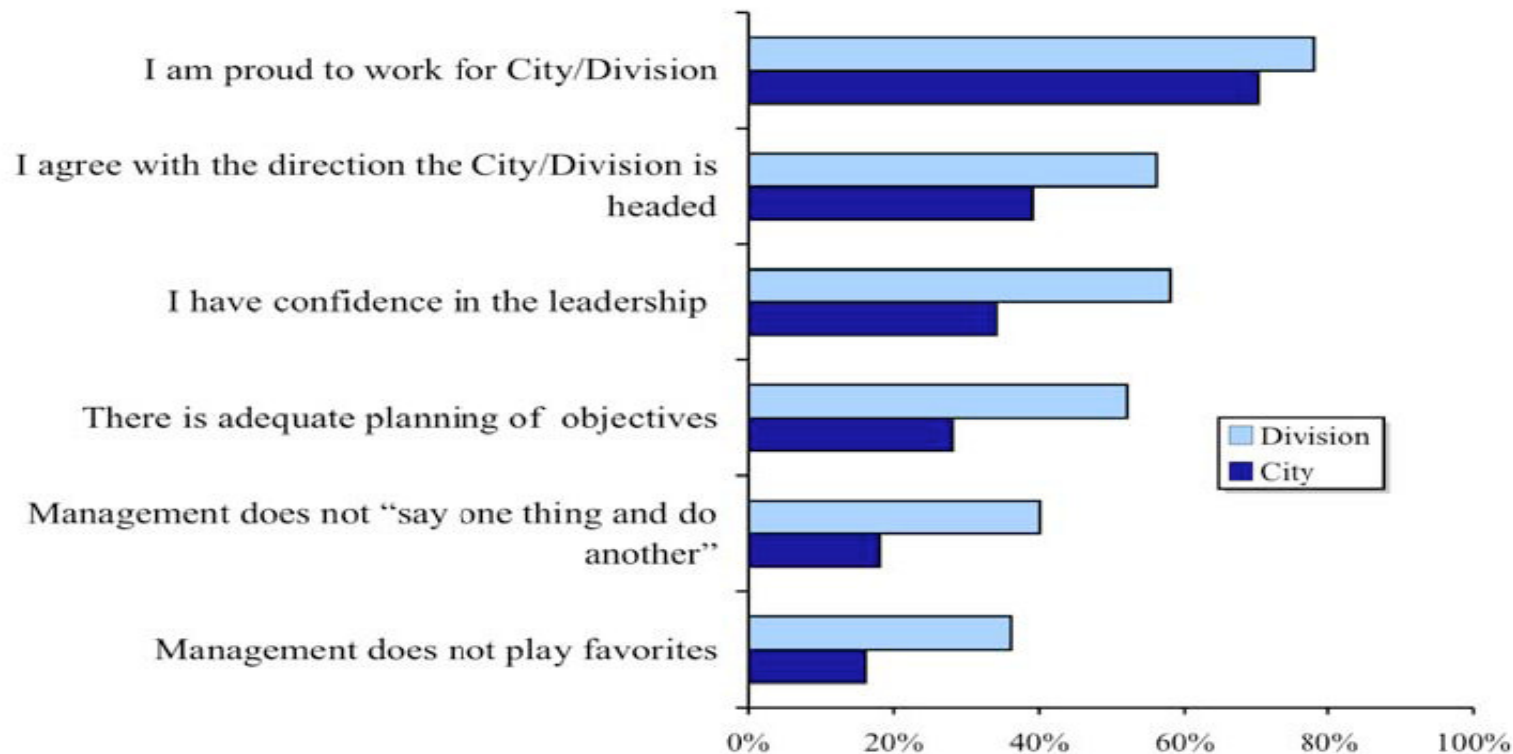


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City & Division Leadership & Planning

"Agree" Percentages

Employee Perceptions of City and Division Management

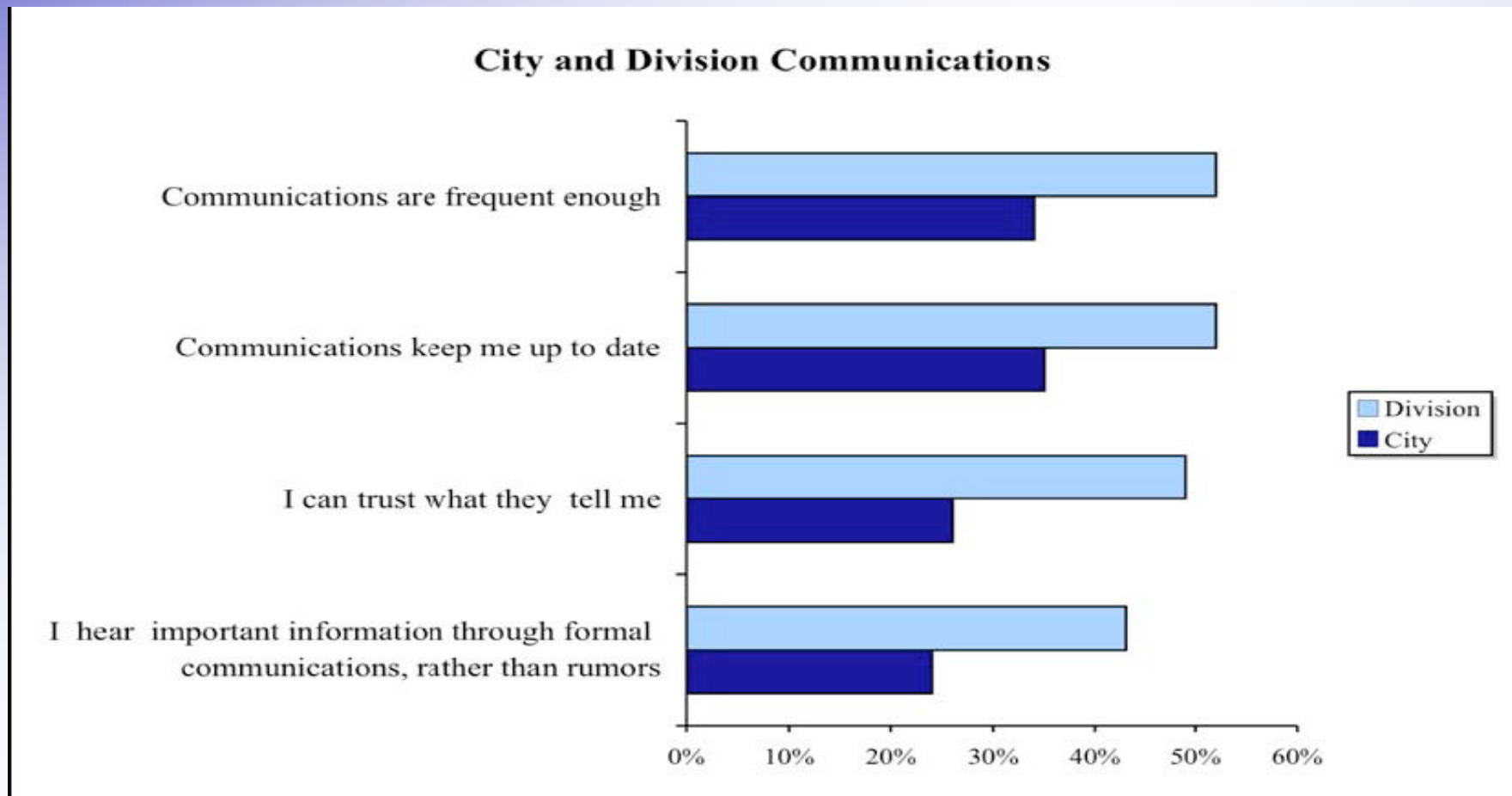




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City & Division Communications

"Agree" Percentages





**High Importance
and Low
Rating Areas**

- #3 I feel I can trust what City of Fresno's management tells me
- #1 I have confidence in the leadership of the City of Fresno
- #13 If I do good work I can count on being promoted
- #14 Management at the City of Fresno does not "say one thing and do another"
- #16 Management at the City of Fresno does not play favorites

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Importance Leverage vs. Performance

